

SPECIAL INFORMATION REQUIRED ON FORMS

A. CONTRACTS

Each agreement or contract form for gas service will contain the following provision:

“This contract shall at all times be subject to such changes or modifications by the Public Utilities Commission of the State of California, as said Commission may, from time to time, direct in the exercise of its jurisdiction.”

B. BILLS

1. Each bill for gas service will contain the number of the applicable rate schedule, date mailed or left on premises, billing factor, and the following statements. In the case of billing by electronic data interchange, explicit instructions will be provided by electronic mail as to how to obtain such information.

Public Utilities Commission Notice - If you believe there is an error on your bill or have a question about your service, please call Southern California Gas Company customer support at (800) 427-2200. If you are not satisfied with Southern California Gas Company’s response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC’s Consumer Affairs Branch (CAB), 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102. Phone: (800) 649-7570.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing assistance relaying telephone conversations. Dial one of the numbers below to be routed to the California Relay Service provider in your preferred mode of communication.

California Relay Service Phone Numbers:

Type of call	Language	Toll-Free Number
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

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(TO BE INSERTED BY UTILITY)
 ADVICE LETTER NO. 5420
 DECISION NO.

ISSUED BY
Dan Skopec
 Vice President
 Regulatory Affairs

(TO BE INSERTED BY CAL. PUC)
 SUBMITTED Feb 8, 2019
 EFFECTIVE Feb 8, 2019
 RESOLUTION NO. CSD-5

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(Continued)

B. BILLS (Continued)

1. (Continued)

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.”

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2. Each bill that shows a deposit charge will contain the following statement:

“This deposit, together with any interest due, less the amount of any unpaid bills will normally be returned either on discontinuance of service or after the deposit has been held for twelve (12) consecutive months, during which time continuous gas service has been received and all bills for such service have been paid in accordance with the rules in effect and filed with the Public Utilities Commission of the State of California. No interest will be paid if service is temporarily or permanently discontinued for non-payment of bills.”

3. All non-residential bills will contain the following:

“To avoid a [current %] late payment charge, please pay by [due date].”

C. DISCONTINUANCE OF SERVICE NOTICE

Each termination notice shall contain the substance of Rule Nos. 6.C, Re-Establishment of Credit, 9, Discontinuance of Service, and 11, Disputed Bills and shall contain all of the following:

1. The name and address of the customer whose account is delinquent.
2. The amount of the delinquency.
3. The date by which payment or arrangement for payment is required to avoid termination.
4. The procedure by which the customer may initiate a complaint or request an investigation concerning service or charges.
5. The procedure by which the customer may request amortization of the unpaid charges.
6. The procedure for the customer to obtain information on the availability of financial assistance including private, local, state or federal sources, if applicable.
7. The telephone number of a representative of the Utility who can provide additional information or institute arrangements for payment.
8. The telephone number of the Commission to which inquiries by the customer may be directed.